



How do I...?
&
Why does it...?



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Introduction

Impression now has a vast range of users with widely varying abilities and requirements. Experience shows that many users ask similar questions as to how do I do this? or why does Impression do that? This booklet gives to brief answers to many of the commonly asked questions and tells you where to look for more information.

References

Many of the answers refer you to the other documentation supplied with the Impression package. As it would be very tedious to put '*See page 123 in the main manual*' every time, the descriptions use:

- (*p.123*) to refer to page 123 in the main manual,
- (*Tutorial p.12*) to refer to the separate Tutorial section, and
- (*Printers p.14*) for the Printers and Draft printing section.

General Hints

By following these hints, you will avoid many of the problems encountered by users.

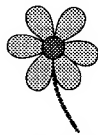
- May we suggest that you read the manual before using the product?
- Before you switch off your Archimedes always Quit any applications (such as Impression) that may be loaded.
- Dismount any floppy disks when you have finished using them.
- Save documents regularly. (Impression's Auto-save feature helps you do this.)
- If you get a **Disc error** message when copying, this means the copy has failed. The copy will not contain all the original data and will not load successfully. **Disc error messages are important – don't ignore them.**
- If you update your software, copy **all** the files on the update disc. This avoids a lot of potential problems.
- If you want to produce index or contents pages, produce a single document split into several chapters rather than create several separate documents.
- Return the Impression registration card as soon as possible. As a registered customer, you can get support or upgrades from us. Also you will receive the Archimedean, a newsletter we send out to our users.
- Make sure you have an up to date version of the software. The Archimedean always lists the current software issues, so check in each issue.
- If you are in doubt how something works, try experimenting. It's probably best to use a test document so that if the experiment doesn't work, you haven't ruined a vital document.

How do I ...

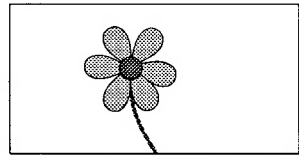
Some of the things Impression can do are not immediately obvious to the inexperienced user. (And sometimes even to the experienced user who's trying something new.) That's what this section covers.

... add a caption to a picture?

You cannot combine text and a graphic (picture) in a single frame. However by creating one frame for the graphic and a second frame to hold the caption you can create the same visual effect. The right-hand example shows the frame outlines.



A caption



A caption

If you later want to move the two frames, it's inconvenient to have to move them separately. It's much better to group them and move them as a single frame.

Graphics handling (p.89-90)

Grouping frames (p.85-86)

... put a page number at the bottom of every page?

There are two easy ways to do this:

- using a master page frame, or
- using a repeating frame.

Master page frame

This is described on p.284-86 and also *Tutorial* p.15-16.

Using a repeating frame

This is similar to using a master page frame except that instead of modifying the master page, you put a repeating

frame on the ordinary page. This method is useful if you want to put a page number on the bottom of a selected range of pages.

Repeating frames p.83 & p.191

... create a document with left/right facing pages?

If you're creating a booklet, you usually want to create separate layouts for the left and right-hand pages. (Normally to leave a wider margin by the spine of the booklet to allow for stapling or binding.)

The solution is to base the document on a left/right pair of master pages. The normal default document is a single A4 page, which is master page 1. Master pages 2 & 3 are the equivalent left/right pair. Use the **Alter chapter** dialogue box to change to a different master page.

Alter chapter p.165-66

List of standard master pages p.95

... make the default document a different size?

The default document (the blank page that appears when you click on the Impression icon on the icon bar) is an Impression document just like any other. That means you can edit it like any other document.

The default document is in Impression's *Auto* directory. See (p.242-43) for details of how to open the default document.

When the default document is open you can use the **Alter chapter** dialogue box to change to a different master page.

If you want a page size not provided by the standard set of master pages, you can create your own custom size. When you create a new master page, an Alert box tells you "You have created master page *n*" (*n* is a number). Use the **Alter chapter** dialogue box to change to this new number master page.

When you satisfied with the changes, just save the default document back into the *Auto* directory.

Alter chapter p.165-66

List of standard master pages p.95

Creating a new master page p.161-64

... make all my documents auto-saving?

This is very simple. If you set the auto-save option in the default document, all new documents will have it automatically enabled. *p.242-243* describe how to display the default document.

This only applies to new documents. You will have to individually set auto-save in your existing documents.

Auto-saving p.151

... make sure the text starts at the top of a frame?

Again this is easy. Either

- click on the **Force to next** menu option, or
- use the keyboard short-cut *Ctrl-G*.

Some users make the mistake of using the **Insert new page** menu option when they want to force text to start at the top of a frame. The **Insert new page** option inserts a new page following the current page. None of the frames on this new page is linked to other frames to form a flowing text story. If you want text to flow onto any of these frames, you must manually link them.

Insert new page p.168

Force to next frame p.204

Flowing text stories p.82-83

... CREATE REVERSED TEXT?

Impression has several ways of creating reversed text (white-on-black, like this heading). The first two use the Style Editor:

- Set **Font colour** to white.
Set **Font background colour** to black.
This is an easy method but slightly inflexible as you have no control over the height of the background. (The height is the current line spacing.) Unless you kern the text downwards, the top of the text aligns with the top of the background. This can give a clipped appearance. It is a useful method if you want just part of a line reversed.
- Again set **Font colour** to white.
Use a rule-off for the background.
This is very flexible but can require several slight adjustments to give best results.
 - Set the rule-off thickness to slightly more than the font size. (The exact thickness depends on the effect you want.)
 - Set the **Below text offset** to a value similar to the rule-off thickness.
 - Set **Rule-off colour** to black.
 - As you may want to make further adjustments, **Adjust**-click on **OK**. This implements the changes and also keeps the Style Editor on screen.
Remember that rule-offs are only set at the end of a paragraph. (A paragraph ends with a *Return*.) This means that usually only the last line of the paragraph has a rule-off background unless you set a very thick rule-off.
- The third method is to put white text into a frame with a black background. The Effects menu lets you change the text colour to white or you can create a special Style. Using frames is very flexible but, unlike using the Style Editor, any future changes must be made frame by frame.

(The descriptions above assume white text on a black background. However, you can use any combination of contrasting colours.)

Reversed letters are more difficult and tiring to read than black text on a white background. Therefore:

- Use a bold sans-serif style such as Homerton Bold. Fine serif styles such as Trinity can be very difficult to read.
- Upper-case (capital) letters usually look better.
- Use sparingly. Many people will not read more than two or three lines of reversed text.

Font colour & Background colour p.61

Rule-offs p.64

Text colour effect p.175

Frame background colour p.195

Kerning p.219

... see more of my document on the screen?

If you want an overall view of a document, you can reduce the scaling until you can see all the document in the window. In the **Scale view** dialogue box there are options to fit one page or pair of pages within the screen (**Scale to screen**) or within the window (**Scale to window**). You can also use *Shift* plus the function keys F1-F12 to rescale your view.

With many of standard Acorn screen modes you cannot view a full A4-width page at 100% (full size). There are several solutions to this; refer to (p.283).

... set up printer options without actually printing?

This is particularly useful when you want to mail-merge using Impression. As the operation is largely automatic, you cannot set up the printer options immediately before printing.

The answer is surprisingly easy:

1. Display the Print dialogue box (and the Print Setup dialogue box, if required).

2. Set the required options such as number of copies, scaling, and so on.
3. When you're satisfied, **Adjust**-click on the **Print** button. This saves the settings into the Impression document but doesn't print anything.
4. Click on the Print dialogue box **Cancel** button to close the dialogue box (or boxes).
5. Saving the document to disc preserves the print settings you've just set up.

... use my printer with Impression?

One advantage of RISC OS is that programs like Impression can send data to a printer via a standard driver module. If your printer can use one of the printer drivers already available, you should have no problem with getting Impression to talk to it.

If the standard printer drivers are not suitable, then several companies produce specialised printer drivers. You will find the Archimedes magazines a useful source of information. Please note that we cannot recommend or provide support for other companies' products.

... run Impression on several machines?

Remember that if you have the normal Impression package, you may legally only use Impression on a single machine at any time.

If you have an Archimedes at work and another at home:

It's inconvenient to have to keep swopping the dongle between machines. Registered users can buy a second dongle. This lets you use Impression on both machines. Contact Computer Concepts for details.

If you have several machines:

Both site and network licences are available; contact Computer Concepts or your supplier for details.

... find out more tips on using Impression?

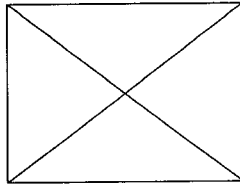
If you return the registration card, you will receive regular copies of the Archimedean, our customers' newsletter. This always contains one or two pages of Impression tips.

Also many of the computer magazines covering the Archimedes now have regular columns of Impression tips.

Why does it

Sometimes Impression will not behave exactly as you expect it to. Usually the reason for this apparently odd behaviour is logical once it's been explained. This section covers those (hopefully rare) events when you've done something and don't understand the result.

... show some frames with a cross in them?



This happens when Impression runs out of memory. Impression saves the contents of some frames to disc. The cross just shows that a frame's contents have been saved.

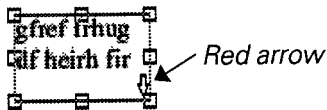
You will also see crossed-out frames after clicking on the **Minimise memory** option in the Program Menu.

Clicking inside a crossed-out frame redisplay its contents.

Running out of memory p.126

Minimise memory option p.238-39

... show a red arrow in the corner of a frame?



Impression is telling you that the frame is too small to display all the text in it. There are two ways to display all the text:

- increase the size of the frame, or
- link in another frame.

You will only see this arrow when you have frame outlines turned on.

Resizing frames p.81

Linking in another frame p.82-83 & Tutorial p.14

Turning frame outlines on & off p.235

... beep when I try to link in another text frame?

You can only create a flowing text story by linking in **null** frames. You cannot link in **graphic** frames or **text** frames (even if the text frame is empty). If necessary, delete the frame and create a new null frame.

Frame types p.22-23

Creating new frames p.80

... not show guide frames?

Guide frames are always placed behind other types of frame. Therefore, if the guide frame is behind another frame, it is invisible. Use **Alt-click** to select the guide frame (or any other frame hidden behind another frame).

Snap to guides works even if the guide frame is invisible.

Stacking order of frames p.82

Guide frames p.84

Snap to guides p.199

Snap to frames p.200

... not delete a page when I tell it to?

This causes problems to quite a few users. The problem usually arises when you have a flowing text story and you try to delete a page.

The sequence is:

- Impression deletes the pages.
- The text story now overflows the available space and so

- Impression creates another page for the overflowing text.

This all happens so quickly that it appears nothing has happened.

Often you don't need to delete a page. If you reduce the space needed for the text by deleting some or choosing a smaller font size, Impression normally deletes any surplus pages.

Delete page option p.169

... create several blank pages?

This is usually caused by creating or moving a frame over an existing text frame, completely covering that frame. In this case Impression creates up to five new pages and then reports an error. Because of the frame covering the text frame, these pages appear blank. The solution is to resize or delete the covering frame **on the first page** where it appears. Impression then reformats the text and deletes the surplus pages. Deleting the last page has no effect as Impression will just try to create more pages for the hidden text.

... rotate some pictures and not others?

You can always rotate graphics (pictures) if they are Draw objects. You can only rotate Sprites if you set the **Enhanced graphics** option in the Program Menu. Even if you loaded the graphic from a Draw file, it might still contain Sprites.

Rotating graphics p.90

Enhance graphics option p.233

... say 'Hardware key not found'?

In an ideal world where everyone was honest, Impression wouldn't need a hardware key (dongle). Unfortunately, software piracy is common and the dongle is our protection. If Impression wasn't dongle-protected, it would cost

you more money because we would sell fewer legitimate copies.

Can we point out that it is a criminal offence to even attempt to crack the code inside Impression. We would also point out that **we always take legal action against anyone whom we find is trying to hack Impression.**

To return to your 'Hardware key not found' message; this can occur for several different reasons:

- You've forgotten to plug the dongle into the printer port on the back of the Archimedes. Silly you!
- You switched off the Archimedes without quitting Impression. Very occasionally this can leave the dongle's circuits in an invalid state. The answer is to unplug the dongle and leave it unplugged for at least six hours.
- The dongle isn't making good contact with the socket. This often happens when the Archimedes is close to a wall and the dongle gets knocked slightly out of alignment. Some Archimedes sockets fail to make proper contact if the dongle is only slightly skewed. The answer is to screw the dongle into place. (But don't tighten the screws too much because this can cause problems – see next paragraph.)
- The dongle is screwed in too tight. This can also push the pins of the Archimedes socket out of alignment. The screws need only be finger tight.
- You have a parallel printer connected which is either switched off or off-line. This problem is most likely to occur with a long printer cable. Try disconnecting the printer cable from the dongle and then restarting Impression.

If this works, try switching the printer on and then running Impression.

If none of these suggestions work, return the dongle to Computer Concepts with a covering letter explaining which

tests you have tried. We will send you a replacement dongle.

The hardware key p.10

... forget about the master page I created?

Master pages are local to individual documents. If you create a new master page in one document, it doesn't appear in all subsequent documents.

To create a new common master page, edit Impression's Default document. Changing the default document has already been described. (See ...*make the default document a different size.*)

... not print out correctly in pamphlet mode?

Pamphlet mode is a very useful feature but can be a little confusing at first. When faced with an unfamiliar printer, we usually create an eight-page test document (assuming we want to print two pages on each side of the paper) with just the page numbers on each page. Printing this document out in pamphlet mode helps us quickly decide which are the correct settings to use.

The main settings are in the *Print setup* dialogue box. You need to set **Pamphlet** and either **Two** (for two pages on each side of paper) or **Four** (for four pages). Set **2nd half** if you want to print the backs of sheets already printed.

You may need to set **Reverse** so that the backs are printed in reverse order. This all depends on how your printer stacks printed sheets.

When you have printed one side of the paper, you may need to turn the paper over (upside-down) to print the second side. This depends on the paper path through the printer. This is where the test document proves useful.

When everything is correctly set, your eight-page test document should give you two sheets of paper:

sheet 1 front – pages 1 & 8 back 2 & 7

sheet 2 front – pages 3 & 6 back 4 & 5

Print dialogue box p.141-48 (Pamphlet printing p.147-48)

... do nothing when I type ALT+key?

The international module is unplugged. Try using the `*unplug` command to check which modules are unplugged. If the International module is in this list then just type

`*rmreinit International`

`*rmreinit InternationalKeyboard`

User guide supplied with the Archimedes

... make each line a paragraph when I import text files?

Many word processing packages have to place a *Return* code at the end of each line for correct formatting. Therefore, when Impression reads in the file, it sees these *Return* codes and assumes it is the end of a paragraph.

There are two possible answers:

- The Impression Business Supplement (available as a separate package) includes a special loader module, *LoadReturn*, to strip out these unwanted *Return* codes.
- Use the Search & Replace facilities to remove the unwanted *Return* codes. Type {CR} into the **Find what:** field. (Note that use of curly brackets.) Type a single space into the **Replace with:** field.

Search & Replace p.210-13

Document Description Format (DDF) p.247-51

Advanced searching p.252-53

... print out an extra page or pages?

This is an indication that either

- the page length or margins are not set correctly in the printer driver and/or
- the form length is incorrect on the printer.

Some printers only give you the choice of 11 or 12 inch paper. The standard page in Impression is A4 which is 11.69 inches long (actually 297 mm).

If necessary create a new master page slightly smaller than the page length set in your printer. Use the **Alter chapter** dialogue box to use this new master page.

Creating a new master page p.161-64

Alter chapter p.165-66

also see Printer p.2

... crop the edges of the print out?

Very few printers can print across the full width or depth of a sheet of paper. Most have narrow non-printing margins at the edges. Any text or graphics in these margins will either not get printed or appear cropped. The width of these margins varies between printers.

Preferences in the Program Menu has an option to show these borders on-screen as a grey area. The Print dialogue box has an option (**Ignore print borders**) to take account of these margins when working out where to print a page.

The default master pages allow 12.7 mm (½ inch) borders around the edge of the page. This is usually sufficient when printing at 100% full size but may cause problems at reduced scalings. If necessary, increase the margins.

Ignore page border switch p.146

Show print borders in Preferences p.235

Print borders (Printers p.2-3)

... say 'Module not found' when I try and print?

You are using the wrong version of the *!System* file. Updating *!System* is described in a separate single-page addendum included with the Impression package.

... print so slowly?

Slow printing can have three different causes:

- not allocating enough space to the font cache,
- using a slow-speed printer such as a dot matrix, or
- not having enough free memory available.

Font cache

p12-14 describe configuring the font cache.

Slow-speed printers

Printers such as dot-matrix can take several minutes to print each page. In comparison, direct-drive laser printers (such as Computer Concepts' LaserDirect) can process and print a full page, including complex graphics, in less than a minute.

To ensure that the printed output exactly matches what you see on screen, Impression has to use the printer's 'graphics mode' of printing. This is inherently slow because a large amount of data has to be sent to the printer.

This can be frustrating if you just want to print a simple letter. For many printer types, Impression offers a quick way of printing text-only documents. This is called **draft mode** printing and uses the printer's own character sets. This means that the printed output will not exactly match what you see on screen. However, it is much faster.

Refer to the Printers supplement.

Not enough free memory

The more free memory available, the quicker the Archimedes can process the page ready for printing. To increase the free memory, you can:

- remove unnecessary memory allocated to sprites,
- quit unnecessary applications,
- switch to a lower screen mode.

Memory problem p.282-83

... print in small characters in draft mode?

This problem normally occurs with printers like 9 pin dot matrix. It usually means that you are using the default Trinity font (a proportionally spaced font) with a printer that has only a monospaced font. The driver module decides a small monospaced font is the best match to the font on screen. Switch to using Corpus, Character or other monospaced font.

Refer to the Printers supplement.

The following problems could perhaps be entitled 'Don't blame us'. They all arise when using Impression. However, none of them are caused by Impression. They originate from the printer drivers, which although supplied with Impression, are actually written by Acorn.

... not print PostScript pages larger than A4?

This is not a problem with Impression but with the printer driver which limits the paper size to A4.

If you want to print larger than A4 (essential for professional typesetting work), you require the Impression Business Supplement. This package is available separately; see the Impression Business Supplement leaflet supplied with Impression.

... hang up when printing to a PostScript printer?

Again, this is a problem with Acorn's printer driver and not with Impression. It only happens when using 256 colour screen modes such as mode 15. The answer is to use a 2, 4, or 16 colour mode.

... report a 'Dict full' error when printing to PostScript?

The standard PostScript printer driver has a limit of 100 fonts. Any more and it reports a 'Dict full' error. You will need to edit the line in the *PSPrologue* file which reads

```
/fonts 100 dict def
```

Change the 100 to a larger value (120 for example).

... print some text in Corpus on a PostScript printer?

PostScript printers can only use fonts they know about and that they have loaded. Any unknown fonts are either not printed or printed in Courier (Corpus in Acorn terminology).

For details of adding new fonts to the printer driver see (*Printers p.13*). Instructions are usually provided with any extra fonts you buy from either Computer Concepts or other companies.

... only print part of a page on my LaserJet?

Other related problems are splitting the text over two sheets of paper or reporting an error.

The usual cause is not having enough free memory in the LaserJet printer. A full A4 page at 300 dpi requires 1Mbyte of memory; less than this and not all the page will be printed.

The permanent solution is to increase the memory in your printer. An alternative is printing at a lower resolution. The

text may look slightly fuzzy but at 150 dpi only about 250Kbytes of memory are needed.

... produce fuzzy output on my LaserJet?

This happens when the printer driver is set to 150 dpi (or lower) instead of 300 dpi. Click on the printer driver icon to display a dialogue box. Click on the **Printer** box until it shows *HP LaserJet (300dpi)*

As explained above, printing at 300 dpi requires 1Mbyte of free memory.

... say 'Insufficient memory' when there's plenty?

This message appears on machines with 8Mbytes or more of memory. The printer driver reports an error if there is more than 4Mbytes of free memory.

You only get this problem if you use the old version 1 printer drivers. Version 2 drivers (supplied by Acorn) are included with Impression and you should use these.

... say 'Sprite not found' when printing?

This can happen even when there are no sprites in the document.

This slightly misleading message is reported from the printer driver if it runs out of memory. You may find that decreasing the size of the printer margins cures this problem. (The printer margins are controlled by a dialogue box in the printer driver option **Page size**.)

